AMENDMENTS TO THE CLAIMS:

This listing of the claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1.   (Currently Amended) A software-based method that allows callers [accessing]to access an information [center]site or an application site on the internet by one or more client devices comprising a telephone, a mobile phone and a data device , the method comprising the steps of:

[to access]performing a transaction session by accessing a data source comprising at least one of the information site and the application site in multiple phases, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client interface, the data source interaction session comprising a session with business logic corresponding to the data source, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session; [. The]

storing session data relating to the transaction session in a memory device, the session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the session data being saved at different steps of the transaction session; and

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using the stored session data to allow the user to[caller may] drop [the] a call

constituting one of the multiple phases, and call back at a later time to continue the

transaction session with one of the information site and the application site during

another one of the multiple phases.

2.   (Currently Amended) A system as claimed in claim [1, where]6, wherein

callers [can] access the system [with a variety of devices (]multi-modally[[)]] using a

plurality of different devices in [each phase]during respective ones of the multiple

phases of interaction[(a telephone in one phase, a data device in another phase)].

3.   (Currently Amended) A system as claimed in claim [1, where users]6, wherein

each user accessing the system [are]is identified using at least one of a combination of

username and password, [or]a pin and pass-code, [or] cookie information, [or]and

other [similar] identification technique [possible]available through the use of the

client device.

4.   (New) A method as claimed in claim 1, wherein the session data allows the

user to continue the transaction session at substantially the same point during the

transaction session where the call was earlier dropped or data contact was terminated

5.   (New) A method as claimed in claim 1, wherein the storing step comprises the

step of storing session data in a memory device corresponding to a session

management gateway connected downstream of the information site or the application

site via the internet and upstream of the client devices.

6.   (New) A method as claimed in claim 5, wherein the storing step comprises the

step of storing the session data in the memory device independently of the information

site, the application site, the business logic, a back end data server, the client device,

and the access medium employed by the client device to establish an interaction

session to access the session management gateway.

7.   (New) A method as claimed in claim 5, wherein the session data is retained in

the memory device even during the absence of the user device being connected to the

session management gateway.

8.   (New) A method as claimed in claim 7, wherein the session management

gateway maintains the transaction session with the data source for a selected period of

time after a client interaction session between the information site or the application

site and a user device is dropped, and a subsequent client interaction session initiated

to participate in the transaction session with the data source is mapped to the

transaction session by the session management gateway.

9.   (New) A system for managing access of a user device to a data source

comprising at least one of an information site and an application site on the internet

comprising:

a session management gateway connected downstream of the data source via

the internet and upstream of a user device; and

a memory device read from and written to by the session management gateway

and not by a user interface module, nor the user device, nor a back end data server,

nor the data source;

wherein the session management gateway is programmable to store transaction

session data in the memory device that relates the user to a transaction session with

the data source, the transaction session comprising at least one client interaction

session and a data source interaction session, the client interaction session comprising

a data access session with the client interface, the data source interaction session

comprising a session with business logic corresponding to the data source, the

transaction session data being stored independently of the information site, the

application site, the business logic, a back end data server, the client device, and the

access medium employed by the client device to establish an interaction session to

access the session management gateway for participation in the transaction session, to

associate user identification data corresponding to the user with the transaction

session data for that user, and to map any subsequent interaction sessions initiated by

the user using the user device or another device with the transaction session by using

the user identification data after the user has identified himself.

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10.   (New) A system as claimed in claim 9, wherein the data source comprises a single application and the session management gateway interacts with the single application for the transaction session, and the system is operable to support multiple phases with respect to the transaction session, the multiple phases comprising different client interaction sessions via the one or more user devices to participate in at least part of the transaction session, the user device being a telephone in one phase, and a data device in another phase.

11.   (New) A system as claimed in claim 9, wherein the session management gateway is operable to store transaction session data corresponding to plural transaction sessions in the memory device independently of the information site, the application site, a back end data server, the business logic, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway to avoid being application-specific.

12.   (New) A system as claimed in claim 9, wherein the transaction session data is retained in the memory device even during the absence of the user device being connected to the session management gateway.

13.   (New) A system as claimed in claim 12, wherein the session management gateway maintains the transaction session with the data source for a selected period of

time after an client interaction session between the data source and a user device is

dropped, and a subsequent client interaction session initiated to participate in the

transaction session with the data source is mapped to the transaction session by the

session management gateway.

14.   (New) A system as claimed in claim 9, wherein the transaction session data is

retained in the memory device a predetermined period of time and then deleted

therefrom if no other phases or client interaction sessions are commenced during the

predetermined period of time.

15.   (New) A system as claimed in claim 9, wherein the transaction session data is

saved to the memory device at different events in the transaction.

16.   (New) A system as claimed in claim 9, further comprising at least one other

session management gateway being configured to access the memory device and to

store transaction session data therein.

17.   (New) A system as claimed in claim 16, wherein the session management

gateways connected to the memory device are operable to maintain respective phases

comprising client interaction sessions in the same transaction session.

18.   (New) A method for managing access of a user device to a data source

comprising at least one of an information site and an application site on the internet

comprising the steps of:

establishing a first client interaction session with a session management

gateway connected downstream of the data source via the internet and upstream of the

user device to initiate a transaction session with the data source;

storing transaction session data relating to the transaction session in a memory

device read from and written to by the session management gateway and not the user

interface, nor the user device, nor a back end data server, nor the data source, the

transaction session data comprising user identification data for associating the

transaction session to a user participating in the transaction session, the transaction

session data being saved at different steps of the transaction session;

terminating the first client interaction session;

initiating a second client interaction session at the user device or another

device wherein the user provides user identification data to the session management

gateway; and

mapping the second client interaction session with the transaction session by

using the user identification data after the user has identified himself.

19.   (New) A computer-readable storage device operable to store transaction

session data relating to transaction sessions, the transaction sessions comprising data

access sessions to access a data source selected from an information site and an

application site on the internet in multiple phases, the transaction session comprising

at least one client interaction session and a data source interaction session, the client

interaction session comprising a data access session with the client interface, the data

source interaction session comprising a session with business logic corresponding to

the data source, the transaction session data being stored independently of the

information site, the application site, the business logic, the client device, and the

access medium employed by the client device to establish an interaction session to

participate in the transaction, the multiple phases comprising different client

interaction sessions via the one or more client devices to participate in at least part of

the transaction session, the transaction session data comprising user identification data

for associating the transaction session to a user participating in the transaction session,

the transaction session data being saved by the computer-readable storage device at

different steps of the transaction session.

20.   (New)   A computer-readable storage device as claimed in claim 19, wherein

the computer-readable storage device is operable with a session management gateway

connected downstream of the data source and upstream of the client devices, the

session management gateway being operable to manage the transaction sessions

independently of the data source, the business logic, the client devices and access

medium employed by the client devices, and the transaction session data is retained in

the computer-readable storage device even during the absence of the user device being

connected to the session management gateway.

21.   (New)   A computer-readable storage device as claimed in claim 19, wherein the transaction session data is retained in the computer-readable storage device for a predetermined period of time and deleted therefrom of no phases or client interaction sessions are commenced during the predetermined period of time.